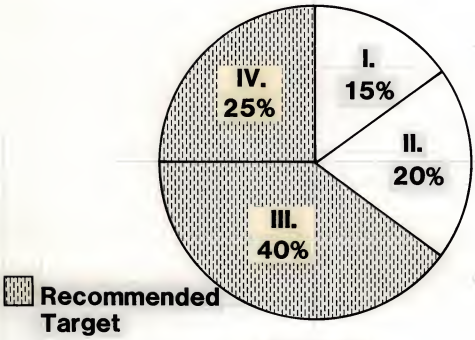
RECOMMEND SERVICES

- Documentation Support
- Telephone "Hotlines"
- Access to Problems Data Base
- Training
- Systems Integration

SOFTWARE FAILURES



Severity

I. System unusable, no bypass.

II. Major function is usable, but there is a bypass available system may or not be useable until fix can be found.

III. Failure of a minor function, or a major function where an effective work around exists.

IV. Enhancement request or documentation error.